



IG Newsletter

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TEN STEPS TO SUCCESS WITH THE IG

1 BE SURE THERE IS A PROBLEM. Personal peeves loom large in the mind of some soldiers. But there is little the IG can do about the peeves. If the cooks consistently turn out lousy chow, that's a problem. If some don't like the menu for one particular meal that's a peeve.

2 GIVE THE CHAIN OF COMMAND A CHANCE TO SOLVE THE PROBLEM. The chain of command consists of people who can solve problems. A soldier's chaplain, congressman, or local IG can help on occasions, but they must ultimately work with the chain of command.

3 TRY ALL OTHER APPROPRIATE REMEDIES. The IG is a sort of "court of last resort." If other remedies are available; they should be used first.

4 DEAL WITH THE CLOSEST IG; IT WILL SPEED UP THE PROCESS AND GET AN ANSWER SOONER
The IG at the major command or Army level cannot personally investigate each complaint. Most of the time, the IG at the higher level will refer complaints and requests to the IG at the level nearest that of the complainant. That IG will then inquire into all aspects of the case and provide all the information to the IG at

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CHAPTER ACTIONS Everybody Must Go!

Do not panic! Recent research by the Fort Polk Inspector General's office has uncovered that the Army intends to Chapter every enlisted soldier currently on active duty. **I Repeat** -- all enlisted soldiers will be Chaptered. But, before you go running home to pack or call your Congressman, just take a moment and read on. What has really been uncovered by our diligent research is that not all leaders or their soldiers are clear on Chapter proceedings.

The rules set forth in AR 635-200 and other related publications are that every enlisted soldier currently on active duty will eventually end their career by an established set of guidelines. Failure to understand and properly follow those rules could lead to unnecessary heartaches for the chain of command, the soldier, or both.

Keeping a substandard soldier around longer than necessary normally leads to a breakdown in unit morale and takes up leaders valuable time. A chapter may be overturned after legal review or appeal. Or just as bad, an outstanding soldier may lose-out on authorized benefits such as an education or job opportunity.

Chapters 1-3 of AR 635-200 contains a wealth of valuable information concerning Chapter procedures. For example, there are more than a dozen different types of Chapters but only three types of discharge characterizations:

- (1) Honorable.
- (2) General (under honorable conditions).
- (3) Under other than Honorable Conditions.

In addition, it outlines what commanders at different levels are authorized to do in the discharge separation process. Under certain circumstances, there may be a need for an administrative board. AR 635-200 is your reference for soldier notification procedures,

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the higher level.

This is not intended to imply that a soldier cannot deal with an IG at any level he wishes. His problem may be so sensitive that he is reluctant to discuss it with anyone in his own unit.

5 LEVEL WITH THE IG; ONCE HE STARTS INVESTIGATING, HE'LL KNOW SOON ENOUGH IF THE TRUTH IS BEING TWISTED. If a soldier has not been completely honest in his complaint, a lot of time and effort go to waste.

6 KEEP IN MIND THE IG's REGULATORY AND STATUTORY LIMITS. The IG cannot change a regulation just because it does not suit an individual. He can, however, recommend changes to regulations determined to be inappropriate or unfair.

7 AN IG IS NOT A COMMANDER; HE CAN ONLY RECOMMEND, NOT ORDER. Some soldiers get upset because nothing seems to happen as a result of their complaint. Keep in mind that the IG can advise a commander but cannot order him. There may be good reasons why the recommendation was not acted upon.

8 AN IG CAN ONLY RESOLVE A CASE ON THE BASIS OF PROVABLE FACT. If the IG cannot find concrete proof, he cannot resolve the case in favor of the complainant. Just because a person says his supervisor has violated the rules does not make it a proven fact.

9 DO NOT READ EVIL THOUGHTS INTO AN ONGOING INVESTIGATION OR EVEN A COMPLETED ONE. It is human nature to tend to look at things from a very personal point of view. Some people assume that the commander has intervened and muzzled the IG if they do not hear the results of the investigation immediately. Heavy workloads require time.

10 BE PREPARED TO TAKE 'NO' FOR AN ANSWER. Do not assume that a negative answer from the IG is wrong just because it is unpalatable. If the soldier is absolutely certain the answer is wrong, and if he has some additional evidence to support that certainty, the case may be reconsidered.

If, on the other hand, the individual is merely unhappy because the report does not go in his favor, it is pointless to continue bugging the IG with the same complaint and the same evidence.

SUMMARY

After careful consideration of these 10 steps, the soldier will be able to determine whether he has a problem appropriate for the IG. He will also save himself and others a lot of time.

E-MAIL

Surfing the Net the Right Way

E-mail is designed to help you communicate more efficiently with your everyday correspondence, however, it must be used for Official Purposes Only. According to JRTC & Ft Polk policy letter #63, you can use e-mail for personal use but it must be done in short duration during duty hours. You may not send group e-mails for selling items, renting houses, or announcing events sponsored by a non-Federal entity without the prior approval of your supervisor.

Director of Information Management (DOIM) periodically monitors the types of e-mail that you are sending and can rescind your service at anytime. Remember that e-mail is not a secure method of conversing with someone, so be cautious as to what you send. Sending jokes, quotes of the day, chain letters, etc. is strictly prohibited.

The e-mail system on this installation can be quickly overloaded with much information. If someone does not have a need to know certain information, then do not send it to them. The "all users" address is a perfect example. If the information is not for everyone on the installation then do not send it to everyone. Tailor your messages to specific individuals concerned, using groups to minimize distribution. It may take a little longer to tailor your message, but it saves everyone else a lot of time in the long run.

Using the Internet is authorized for official use only. However, you are not restricted from using it during non-peak time to get news updates, stock quotes, and general interest items. Non-peak time is generally defined as early in the morning, during lunch, and after duty hours. Viewing or downloading pornography of any kind is strictly prohibited.

In closing, supervisors at all levels must routinely reemphasize to their personnel the do's and don'ts of using email. Additionally, supervisors should advise their personnel that failure to comply with the guidelines will result in lost privileges and possibly other actions. If you have additional questions about the Do's & Don'ts of e-mail, contact SFC Williams at 531-2100/7878.

(CHAPTER ACTIONS -Cont)

requirements of a rehabilitative transfer, and the commander's counseling requirements.

Chapter 4 of AR 635-200 outlines procedures for soldiers that will ETS or retire. Although not GI proof, Chapter 4 generally presents the least amount of problems. Instead, most problems occur on voluntary and involuntary separations.

Some of the more common problems that have come to our attention in the not so distant past are:

- (1) Leaders (who do not have chapter approval/disapproval authority) stopping or severely slowing a soldier's voluntary Chapter request.
- (2) A lack of proper counseling by the soldier's immediate leaders.
- (3) Improper Chapter notification by the commander.
- (4) Failing to ensure soldiers have access to their full appeal process.
- (5) Timing of a pregnant soldier's counseling not coinciding with the soldier's due date.
- (6) Paperwork not processed in a timely manner.
- (7) A general lack of knowledge on Chapter benefits.

Commanders and leaders alike need to remember that there has been a substantial investment in the training of persons enlisted into the Army. Because of this, commanders should ensure adequate counseling and/or rehabilitative measures have been taken before initiating actions to separate a soldier. However, when it becomes time for a soldier to separate under provisions other than Chapter 4, we strongly recommend commanders research the regulation, consult with the IG's office, and visit their local SJA representative. If you have any questions about Chapter actions, contact MSG Morgan at 531-2100/7878.

DISCLAIMER:

The Secretary of the Army has determined that the publication of this periodical is necessary in the transaction of the public business as required by law of the Department. The views and opinions expressed in this newsletter are not necessarily those of the Department of the Army or of the command, but wherever possible, are supported by referenced Army regulations, policies or procedures.

INTELLIGENCE OVERSIGHT Keeping the Snoopers & Poopers Straight

Intelligence Oversight is a program which ensures that the US Army intelligence community complies with Army Regulations, DoD directives, and Executive Orders governing intelligence gathering and storage of information. The IG is responsible for oversight of the program.

Generally, US Army intelligence units do not have the mission or authority to collect, retain, or disseminate information on U.S. citizens. If an intelligence component retains information on U.S. citizens, groups of citizens (e.g. KKK, NAACP, etc.), or corporations made up of U.S. citizens, they must be able to articulate why they are retaining the information. Additionally, the DA Intelligence Oversight Division (DAIG-IO) must know which intelligence components are retaining information on U.S. citizens and have documentation on file accordingly.

IGs regularly inspect security containers and safes looking for unauthorized documents. Intelligence components may keep threat assessments concerning the foreign threat to CONUS and OCONUS installations; however, the intelligence component may not retain local U.S. person criminal threat information. Criminal threat information is a mission for the Provost Marshal and the CID only.

Quite often, the military intelligence community is involved in support to counter-drug operations. Units are authorized to retain counter-drug U.S. person information while deployed, however, once they get back to home station, they must destroy the information.

We recently completed an inspection of the installation's Special Security Office and are pleased to announce that they received a "no-faults noted" close-out. Mrs. Gordon, the Director of the Special Security Office, and her personnel are commended for doing such a great job. If you have any questions about Intelligence Oversight, contact MAJ Duncan or SFC Williams at 531-2100/7878.

PROMOTION (Promotion Board Proceeding)

During the month of April, IG personnel, IAW AR 600-8-19, tracked 32 soldiers from the promotion recommendation through Battalion to Personnel Service Battalion (PSB), and eventually entered into the Enlisted Distribution and Assignment System (EDAS). The IG personnel found promotion board proceedings are often improperly signed without a date or outside allocated time frame. AR 600-8-19, Enlisted Personnel and Reduction, para 3-18c, states "the promotion authority will approve or disapprove the board proceeding within three work days after the promotion board adjourns." We recommend the PSNCO ensure that all paperwork is completed correctly and in a timely manner. Always ensure the promotion authority is available for signature, and that they date the documents when providing the signature.

The IG personnel found some promotion board proceedings submitted late to the PSB. AR 600-8-19, para 3-18 (2)(h), states that completed board actions must reach the PSB by the 20th day of the month. The PSB has a policy for units to process board proceedings within three working days after the board adjourns. Bottom line is get the paperwork to PSB ASAP! This will ensure your soldiers are getting promoted on time.

IG personnel also found some board proceeding results entered late into EDAS. AR 600-8-19, para 3-18 (2)(h), states that promotion points must be entered into EDAS by the last cycle (usually the last working day), of the board month. We found one soldier with a different month entered into EDAS than the month he appeared before the board. We recommend PACs monitor the C-10 roster more carefully to ensure correct entries based on previous board proceedings. Transmittal letters or some form of tracking system should be used to track documents. DA Form 200 (Transmittal Record), is not a requirement, but if used it will help units track all documents turned in to the promotion section.

Always remember the purpose of the Army's Enlisted Promotion System is to fill authorized enlisted spaces with the best qualified soldiers. It provides for career progression and rank that is in line with potential. It precludes promoting the soldier who is not productive or not best qualified, thus providing an equitable system for all soldiers. This is why we must ensure all soldier's board proceedings are processed in a timely manner.

THE COMMAND CLIMATE SURVEY What's their perception?

The unit command climate survey is designed to assist commanders in assessing and improving specific areas within their units. These areas can range from leadership and physical fitness to maintenance and equal opportunity. On 1 March 1998, administration of the command climate survey became a mandatory requirement for Company/Troop commanders. Commanders are required to administer the survey within 90 days of assuming command. Commanders are not limited to administering the survey once a year, but may utilize the process as often as they deem necessary. Commanders at the battalion/squadron levels can also use the command climate survey on a voluntary basis.

The Army Research Institute recently developed an automated computer program to administer the command climate survey. This gives unit commanders more flexibility, by allowing them to develop questions that are unit specific. The survey can be administered on any computer, and it takes only a few minutes per soldier to complete. The survey consists of 24 standard multiple choice questions and 2 fill in the blanks. Commanders have the option to develop and add up to 7 additional multiple choice and 3 additional fill in the blank questions. If administered properly, the program ensures confidentiality. For the survey to be accurate, the entire unit must participate.

The results provide the commander with statistical data as well as written comments directly from unit personnel. By analyzing the data the commander can get a view of the unit's command climate from the soldiers' perspective. Commanders can use this information that is gathered to develop action plans. Upon completion of the command climate survey, the commander should discuss the results with their unit's soldiers and civilians, and tell them what actions will be initiated. While the survey results remain within the unit administering the survey, senior commanders are encouraged to be mentors and coaches for their junior commander by assisting them in formulating their plan of action. A copy of the command climate survey can be obtained through your IG Office, or at the following Internet site: <http://www.odcsper.army.mil> (click thru, "INFORMATION INDEX, "HUMAN RESOURCES," to "COMMAND CLIMATE SURVEY"). If you have additional questions, contact SFC Edwards at 531-2100/2939.